

Q1: What is the definition of direct pay?

A1: The process by which members with a monthly plan premium or a late enrollment penalty pay the premium owed directly to UCLA Health Medicare Advantage Plan via check or debit/credit card.

Q2: What is the definition of a premium payment grace period?

A2: A set length of time after the due date during which payment may be made without disenrollment from the plan. The standard current premium payment grace period is set at three (3) months. UCLA Health Medicare Advantage Plan is extending the premium payment grace period by an additional one (1) month.

Q3: How will I know if I qualify for the extended premium payment grace period?

A3: All members that owe premium payments qualify for the one (1) month grace period extension.

Q4: When will the extended premium payment grace period end?

A4: The grace period starts the month after the first premium payment has been missed. The standard premium payment grace period is three (3) months, an additional one (1) month premium payment grace period will be given, for a total of four (4) months).

Q5: How will I receive my invoice if my home has been impacted by the wildfires?

A5: You can access your invoice online through your MyChart member portal or call member services to update your mailing address.

Member Portal: my.uclahealthmedicareadvantage.org

Member Services: (833) 627-8252 TTY 711

Q6: How can I pay my premiums?

A6: You can make a payment to your plan premiums in the following ways:

- By phone at (833) 627-8252 TTY 711; option 4
- Online by visiting my.uclahealthmedicareadvantage.org
- By check payable to UCLA Health Medicare Advantage Plan and mail to:

UCLA Health Medicare Advantage Plan
P.O. Box 745123
Los Angeles, CA 90074-5123

Q7: What will happen if I don't pay my plan premiums after the initial grace period and extended grace period?

A7: If payment is not received after the extended plan premium grace period has ended, you will be disenrolled from the plan effective the first day following the last day of the grace period. Payment in full by the end of the grace period is required to remain a member of the plan.

Q8: What if I am unable to pay in full?

A8: Payment in full by the end of the grace period is required to remain a member of the plan. You will be disenrolled from the plan effective the first day following the last day of the grace period.

Q9: Can I get help if I was impacted by the Los Angeles Wildfires?

A9. Yes, The Federal Emergency Management Agency (FEMA) has declared the Los Angeles wildfires a natural disaster zone and you may be eligible for assistance. You can learn more about FEMA and individual assistance at disasterassistance.gov.

Q10: If I cannot pay my monthly plan premium, am I eligible to enroll or disenroll from my Medicare Advantage Prescription Drug Plan?

A10. Yes, if you were impacted by the Los Angeles wildfires you are eligible for a Special Enrollment Period to enroll in or disenroll from a Medicare Advantage plan or Part D plan.